



PARENT INFORMATION Winter Camp 2022

Welcome to Winter Camp Zoo! We hope your campers are ready for lots of winter fun! This guide contains valuable information that will familiarize you with the special features and expectations of our program. Please read it in its entirety.

Please take a moment to fill out your camper's [Formstack Health History Form](#). Campers cannot attend camp until we have a signed health history submitted.

There is a parent orientation to answer all your questions! Please join us December 13, at 6:30pm on zoom! A recording of the orientation will be made available if you can't join us live.

Join Zoom Meeting

<https://us02web.zoom.us/j/89440265432?pwd=TFd1MzkxWkl0S1JCandIOURGREYxZz09>

Meeting ID: 894 4026 5432

Passcode: 498901

Zoo Tails and Trails – Winter Style!

Children will have fascinating adventures with the natural world at Winter Camp Zoo at the Phoenix Zoo! We'll take advantage of the cooler temperatures and participate in outdoor activities such as one-of-a-kind animal encounters, hands-on activities, games, in-depth investigations, and hikes around the Zoo. We'll also spend time making art, using scientific tools and meeting ambassador animals. This year, Winter Camp Zoo campers will focus on a different trail each day. Through games, activities, hikes and amazing animal encounters, campers learn about the amazing animals and habitats of the Arizona, Tropics, Africa and Nina Mason Pulliam Children's Trails!

Winter Camp Zoo at the Phoenix Zoo is for students in 1st through 6th grade. Camp runs from 8 a.m. – 3 p.m. Our instructors possess respect and understanding for children and a deep passion for the natural world. They are well trained in interpretive techniques, group management and activity facilitation.

PROGRAM STRUCTURE

Times

Check-in begins at 7:45 a.m. and concludes promptly at 8 a.m. each morning at the Nina Mason Pulliam Children's Trail Entrance (located to the right of the Zoo's main entrance before you cross the bridge).

Full-Day Camp: 8 a.m. – 3 p.m.

Groupings

1st and 2nd grade

3rd and 4th grade

5th and 6th grade

PROGRAM INSTRUCTORS

Each group is headed by a team of 2 to 4 instructors, depending on enrollment. Camp Zoo strives to maintain a staff to camper ratio of 2:15 for most grade levels, but ratios may vary between 2:12 and 2:16 depending on the age of the campers.

Volunteers may also assist with the facilitation of our Camp Zoo program, but they are not counted as staff in our ratios.

POLICIES AND PROCEDURES

Check-In

All campers must be signed in by a parent or guardian each day; please ensure that anyone dropping off for Winter Camp is aware of this policy.

Before check-in on the first day, make sure to fill out your camper's [Formstack Health History Form](#). If you fill out your form within 24 hours of the first day of camp, please save your confirmation email from Formstack as proof that it has been completed,

Check-in takes place at the Nina Mason Pulliam Children's Trail Entrance. Staff will be available for check-in from 7:45 a.m. to 8am. Under no circumstance may campers be dropped-off prior to 7:45 a.m. **To ensure instructors have an accurate count of campers and can begin camp on time, groups will leave for their rooms promptly at 8 a.m.** If you arrive after front-gate check-in has closed, please follow the Late Arrivals Procedure below.

Late Arrivals

Instructors are available to check-in campers at the Nina Mason Pulliam Children's Trail Entrance until 8 a.m. each morning after which campers will leave for their rooms. Camp supervisors will wait at the Nina Mason Pulliam Children's Trail Entrance until 8:15 a.m. to check-in campers that arrive late, but understand that if you arrive late, your camper will not be able to rejoin their group until after 8:16 a.m.

If you arrive at 8:16 a.m. or later, please understand and allow for a bit more time to walk into the Zoo for check-in. You will need to cross the main Zoo entrance bridge to the Guest Services Window; from there you will receive details on proceeding into the Zoo to meet camp staff for check-in. Thank you for your patience and helping us maintain a secure camp environment. We will do our best to ensure campers are connected with their group quickly, however, additional staff and time are

needed to escort campers to locations within the Zoo. Campers may miss a significant portion of the first activity of the day when they arrive late. Thank you for your consideration for a timely arrival at camp.

Early Departures

Early departures may be accommodated with advanced notice. Please notify a Camp Supervisor in advance, no later than check-in on the day-of, if early departure arrangements must be made. We will do our best to accommodate these requests according to the time you have specified, but please know that additional staff and time are needed to escort early departures within the Zoo— thank you for being patient and allowing yourself a time buffer.

If a camper must be picked up early without notice, please proceed to the Guest Services reception area at the Zoo’s main entrance and allow them to locate a Camp Zoo staff member. Please be aware that the Zoo spans over 120 acres and it may take some time to transport campers to the gate. To alleviate confusion and congestion, early departures from 2 – 3 p.m. are discouraged. If an **emergency** arises and you must pick up your camper outside of the designated pick up times, please call the Camp Zoo emergency line, 602.574.2253.

Departure

All campers must be signed out by a parent or guardian each day; please ensure that anyone picking up has a valid photo ID and is listed as an approved person at check-in.

Camp Zoo sign-out takes place at the Zoo’s Nina Mason Pulliam Children’s Trail Entrance. Camp Zoo instructors facilitate the sign-out process, checking photo I.D with listed names of approved adults. After signing-out, please follow the directional signage to proceed to the Neely Center to pick up campers.

Winter Camp ends at 3 p.m. Instructors will be available at the Nina Mason Pulliam Children’s Trail Entrance at that time to sign out campers until 3:15pm. If you’re going to be later than 3:15, please call the Camp Zoo emergency line, 602.574.2253.

For the safety of all campers, please follow pick up directions as given by Camp Zoo staff.

Hats, T-shirts, and Water Bottles

All campers receive a Camp Zoo shirt, hat, water bottle, and water bottle lanyard. Campers are **required** to wear their Camp Zoo t-shirt every day. They must also bring a water bottle every day. We highly recommend a hat is worn every day and that the water bottle lanyard is used as it will free up hands during hikes and games. One shirt is included with registration and additional shirts are available for \$10.

Proper Attire

It is required that campers wear their Camp Zoo shirt each day. In addition to their Camp Zoo shirt, please dress campers in “play clothes” that can get dirty and are appropriate for the weather. Footwear should be closed-toed, comfortable for walking and able to get dirty. “Heelies” and other rolling shoes are not permitted at the Phoenix Zoo. Campers who arrive at camp wearing improper shoes (including flip flops) may not be able to participate in outdoor/behind-the-scenes activities until proper shoes are brought to camp. Additional belongings may be brought to camp in a backpack (sunscreen, emergency clothes, etc.). Please clearly label anything brought to camp with your camper’s name and grade level.

Sunscreen/Bug Repellent

It is best to apply sunscreen and insect repellent before camp. If it needs to be reapplied throughout the day, campers will need to be able to apply sunscreen and bug repellent themselves.

Cell phones and Electronics (Smart watches, I-Pods, tablets, Gameboys, etc.)

Camp Zoo has many fun and unique activities! Because of this, campers are not permitted to bring trendy collectibles, toys, or other electronics (**including cell phones and smart watches**) to camp. If found, these items will be confiscated from campers and returned to a parent at pick-up. If you have a circumstance that requires you to contact your camper, please contact Camp management staff on the camp emergency phone number (602-574-2253) to make appropriate arrangements.

Lost and Found

Please label all items brought to camp with your camper's first and last name and grade level. Camp Zoo cannot assume responsibility for anything brought to camp, however, staff will do their best to help locate missing items. A Lost & Found box is kept in the Neely Center. Items not claimed at the end of each session are taken to the Ranger Station. Clothing and other unclaimed items are donated to charity at the end of the week.

Snacks

A healthy morning and afternoon snack is provided. Snacks may include pretzels, goldfish crackers, tortilla chips, applesauce, raisins, animal crackers, carrots and apples. As a special treat, we may occasionally (no more than once a week) offer campers cookies or popsicles. Please note any allergies with instructors at check-in and make note of any dietary restrictions in the [Formstack Health History Form](#) you will need to fill out before camp. Campers with dietary restrictions may pack a snack that meets their needs to enjoy at snack time.

Lunch

Campers must bring their lunch and are encouraged to bring reusable containers whenever possible. Refrigeration is not available; however, all lunches are kept in a temperature-controlled room. Campers may not visit any of the concession areas or snack machines during Camp. Campers are encouraged to recycle paper, aluminum and plastics labeled #1- #7, as well as compost leftover fruits and vegetables. Please do not send glass containers to Camp Zoo.

Camp Zoo accommodates nut allergies with a separate, nut-free lunch room. Campers with nut allergies and those who bring lunches free of any products containing nuts may take their lunch in this adjoining room.

Camper Health

Please fill out all required forms for your camper on Formstack.com ([Formstack Health History Form](#)) before the start of camp. This ensures that staff is well prepared on the first day of camp. Staff strives to address health issues to the best of their abilities; however, some situations require that a camper be sent home. These situations include Covid 19 Symptoms, vomiting, diarrhea, or a temperature over 100.5°. All first aid is administered by the Phoenix Zoo Park Rangers (see Medical Form). We generally do not call parents regarding minor issues which are easily taken care of and do not affect the camper's day, such as cuts, scrapes and bug bites. All medical treatments are logged, and staff will be available at check-out to discuss any concerns that you may have.

Responsible Behavior

Camp Zoo's discipline policy is based on a system of Rights, Privileges and Expectations.

Rights: All campers have the right to respectful, considerate treatment, meeting of physical needs, and an atmosphere of accountability.

Privileges: All campers have the privilege to fully participate in the camp program and activities. This privilege is offered uniformly, and portions are withdrawn only for deviation from acceptable behavior.

Expectations: Expectations of campers, parents, and staff include:

- Considerate treatment of all people; physically, verbally and non-verbally.
- Considerate treatment of the Phoenix Zoo's animals, facilities, landscape and materials.
- Appropriate language at all times and in all situations.

Inappropriate behavior will be handled initially by the instructor and will be addressed by the camp administrative staff as necessary. Parents are notified of any major issues and we appreciate your cooperation in helping keep Camp Zoo safe and enjoyable for all. Among the tools we use to help campers develop responsible and appropriate behavior patterns are discussions, clear communication about rules/expectations and consequences, and separation from the group to refocus/regain calm. In some situations, parents may be called to pick up a camper immediately, or a camper may be asked to remain home for a day as a punitive and reflective measure. Staff keeps a log of all disciplinary action that goes beyond a warning. Campers who exhibit persistent disciplinary issues that require excessive staff attention may be dismissed from Camp Zoo. Certain situations call for the *immediate* and *permanent* dismissal of a camper from the program. These may include: actual, threatened, intended, or implied physical violence towards campers, staff, or animals; grossly inappropriate gestures or actions; theft; and the use or carrying of illegal substances or items that could be used as a weapon. **Refunds will not be granted for campers that are dismissed from camp.** Please assist our camp staff by reviewing the above information with your camper. This will ensure that all campers have a positive and engaging experience at Camp Zoo.

We look forward to seeing your camper at Winter Camp Zoo! Should you have questions about any of the above information, please contact our Camp Supervisor, Katie Mather.

Email: kmather@phoenixzoo.org Phone: 602.286.3800 x7326

CAMP ZOO FAQ's

1. What does my child do all day?

Campers participate in a variety of indoor and outdoor activities including games, crafts, learning activities, stories, songs, hikes, animal demonstrations, and special behind the scenes animal encounters/experiences.

2. What should I send with my child to camp?

There are several important things you **must** send with your child every day:

- a. ***ALL campers must bring their lunch every day.*** (See FAQ #8 for additional details)
- b. ***ALL campers are required to wear their Camp Zoo shirt every day.***

This helps us ensure camper safety and identification while at the Phoenix Zoo. One shirt is provided with registration and additional shirts are available for \$10.

- c. ***ALL campers are required to bring a water bottle every day.***

A Camp Zoo water bottle is provided, but campers may use a different water bottle if desired. A water bottle lanyard is provided and campers are encouraged to use this so their hands are free during outdoor activities.

- d. ***Campers must wear closed-toe shoes to camp.***

Shoes should be comfortable for walking and may get dirty and/or wet as campers hike and play. Flip flops and "heelies" are not permitted.

- e. ***Though not required, we strongly recommend campers wear a hat.***

A Camp Zoo hat is provided with registration. Hats help protect your child from the sun.

Additional belongings may be brought to camp in a backpack (sunscreen, emergency clothes, etc.). **Please clearly label anything brought to camp with your camper's name and grade level.** Please note that items such as smart watches, cell phones, other electronics/toys are not permitted at Camp Zoo.

3. Can my child be placed in the same group with a friend, neighbor, cousin, sibling, etc.?

Campers are placed in groups according to the grade they are currently in. We combine grade groups as follows:

1st and 2nd grade
3rd and 4th grade
5th – 6th grade

Camp groups may be further divided based on enrollment. If you would like to ensure children that fall within the same grade grouping are placed together, please make this request with the Zoo's reservations department as far in advance as possible. We will do our best to accommodate group requests but cannot guarantee them.

4. What if my child gets sick?

Campers who complain of an illness will be separated from their group and parent/caregiver will be called. Either a parent/caregiver or emergency contact should be available at all times while your child is at camp. Sick campers will be supervised and kept comfortable in the Ranger Station until a parent/caregiver or emergency contact arrives. Campers will only be released to individuals who are listed on the [Formstack Health History Form](#) as emergency contacts or who have been identified during morning sign-in as the designated pick-up person for the camper. Please note that anyone picking up a camper will be asked to show photo ID. It is the policy of Camp Zoo and the Phoenix Zoo to not dispense any type of oral over-the-counter medication to campers unless it is sent by the parent/caregiver and accompanied by specific instructions (Please see Medication Release Form).

If your child is ill and will not be attending Camp Zoo, please contact the Camp Zoo Supervisor and/or Reservations prior to the start of the camp day.

5. Who are Camp Zoo instructors?

All our staff instructors are at least 18 years of age. Most of our instructors are college students or college graduates with a background in zoology, education, or camps. Many of our instructors are employed by the Zoo on a year-round basis as instructors for Night Camp and other educational programs. We conduct background checks on all our instructors. Instructors may also be assisted by 1-3 Volunteers. They are selected based on their skills and proven commitment to the Phoenix Zoo and its mission.

6. What if I need to pick up my child early?

If you need to pick up your camper early, please notify the instructors in writing during check-in. We will do our best to accommodate these requests according to the time you have specified, but please know that additional staff and time are needed to escort your camper to the front gate for an early departure – thank you for being patient and allowing yourself a time buffer. If an emergency arises and you must pick up your camper early without advanced notice, please contact the camp supervisor team using the Camp Zoo emergency phone number at **602.574.2253**. When you arrive, proceed to the Guest Services reception area at the Zoo's main entrance and allow them to locate a Camp Zoo staff member. Please see the "Early Departures" section of the Camp Zoo Policies and Procedures for more information.

7. What if I am late?

To ensure instructors have an accurate count of campers and can begin camp on time, groups will leave of their rooms promptly at 8 a.m. If you arrive between 8:01 a.m. and 8:15 a.m. we will still be able to check in your camper at the Children's Entrance and will be able to rejoin their group after 8:15 a.m.

If you arrive at 8:16 a.m. or later, please understand and allow for a bit more time to walk into the Zoo for check-in. You will need to cross the main Zoo entrance bridge to the Guest Services

Lobby; from there you will receive details on proceeding into the Zoo to meet camp staff for check-in. Thank you for your patience and helping us maintain a secure camp environment.

If you arrive after 3:15 p.m. to pick-up a Full-Day camper, please proceed to the Neely Center, where your camper will be in Extended Day Camp. Please call the Camp Zoo Emergency phone at **602.574.2253**

8. What about lunch?

All campers must bring their lunch each day and are encouraged to bring reusable containers whenever possible. Refrigeration is not available; however, all lunches are kept in an air-conditioned room. Campers are encouraged to recycle paper, aluminum and plastics labeled #1-#7, as well as compost leftover fruits and vegetables. Please do not send glass containers to Camp Zoo.

Camp Zoo accommodates nut allergies with a separate, nut-free lunch room. Campers with nut allergies and those who bring lunches free of any products containing nuts may take their lunch in this adjoining room.

9. Can I observe my child at camp?

If you have a specific concern about your child attending Camp Zoo, please contact the Camp Supervisor.

10. Who do I contact if I have concerns about my child's Camp Zoo experience?

We strive to ensure that all campers have the best experience possible at Camp Zoo. If you have concerns about your child's experience at Camp Zoo, please contact the Camp Supervisor as soon as possible so that we may resolve the situation. We also appreciate any feedback you can provide us via the Camp Zoo Survey link that will be provided at the end of camp.

Camp Supervisor: Katie Mather-Charles

E-mail: kmather@phoenixzoo.org

Phone: 602.914.3800 x7326

Camp Zoo Emergency Line: 602.574.2253